



**North Carolina Department of Health and Human Services
Division of Aging and Adult Services**

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Michael F. Easley, Governor
Dempsey Benton, Secretary

Dennis W. Streets, Director
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August 5, 2008

Dear County Director of Social Services

ATTENTION: Adult Services Program Managers, Adult Services and SA Supervisors

SUBJECT: Updated Monitoring Tools and Instructions

This letter is to inform you about updated monitoring tools for the Social Services Block Grant (SSBG), the State Adult Protective Services Fund, and the Special Assistance Program. These tools will be used beginning in July 2008 for SFY 08-09 program compliance monitoring.

The SSBG and State Adult Protective Services Fund monitoring tools and the accompanying instructions have been updated to reflect the recent implementation of the new "Requirements for the Provision of Services by County Departments of Social Services" policies and procedures manual issued in April, 2008. The manual can be accessed at <http://www.ncdhhs.gov/aging/adultsvcs/ssdelivery.htm> and the monitoring tools can be accessed at [DAAS monitoring website](#). The majority of the changes to this manual were made to update language and more clearly and accurately describe program requirements. They have not resulted in any significant changes in implementation at the local level or in significant changes in monitoring.

The State/County Special Assistance Monitoring Tools have also been revised to reflect updated policies and procedures. The requirement for corrective action has been changed from over 30% or greater on any element and/or at least one case with an overpayment to 30% or greater on any element and/or the overall error rate for cases with incorrect payments equals or exceeds 30%. This information is included in the monitoring tool found on the [DAAS monitoring website](#).

If you have questions about the monitoring tools or instructions, please contact your Adult Programs Representative or your assigned SA or Services Program Compliance Representative.

Sincerely,

A handwritten signature in black ink that reads "Suzanne P. Merrill".

Suzanne P. Merrill, Chief
Adult Services Section

SPM:vlk

AFS-11-2008